

TITAN INTAKE CASE STUDY

Urologic Specialists of Oklahoma

Private practice with 35 providers and 6 locations.

THE PROBLEM

The organization faced a **backlog of 1,300 faxes**, leading to significant intake and scheduling delays. The intake team experienced **burnout and high turnover**, with staff working an average of **4-12 hours of overtime a week** at a premium cost to the practice.

The organization sought a unique solution to streamline their referral process, having previously explored numerous EHRs, practice management systems, and referral modules. After extensive demos, Titan Intake stood out for its versatility and efficiency, promising to meaningfully cut referral processing time. The ability to interface with new EMR/PMS systems and streamline data uploads was also a major draw.

KEY BENEFITS OF TITAN INTAKE

1. Increased Efficiency

- With Titan's implementation, the practice **eliminated the backlog entirely**.
- Referral processing time was reduced from **5 minutes to just 2 minutes**, driving a reallocation of FTE time to other tasks.

2. Improved Experience

- The introduction of Titan eliminated overtime hours and **reduced turnover on the team by 73%** year-over-year. The organization now enjoys a more manageable workload and improved morale, with fewer patients falling through the cracks.
- **Closed-loop referral notifications** have significantly reduced inbound call volumes. Patients receive **automatic text notifications** about their referrals, **decreasing the need for follow-up calls**. This has streamlined communication and reduced cognitive load on staff.

3. Accelerating Growth

- The practice currently operates at a **2-hour real-time turnaround** on inbound faxes.
- Using Titan has helped the newer providers **ramp volumes faster** than baseline.

"TITAN INTAKE CHECKS ALL OF THE BOXES. NONE OF THE EHRs OR PRACTICE MANAGEMENT SYSTEMS COME CLOSE. WE'RE EAGER TO CONTINUE BUILDING TOGETHER ON THE POTENTIAL OF THIS SYSTEM."



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